**SWEET PEA COMMITTEE: FAV & ONLINE SALES TIMELINE & JOB DESCRIPTION**

**Assistance:** A team of volunteers to staff FAV wristband pick-up (Merchandise team has offered to help with distribution at Jacobs Crossing) and volunteers to staff the Will Call booth at Festival (coordinate with Admission Volunteers)

**Hours:** FAV wristband pick-up – Thursday prior to Festival in Jacobs Crossing lobby 10a.m – 6 p.m.

Will Call~

Fri. 3:00 p.m. - 9:00 p.m.  
 Sat. 9:00 a.m. - 9:00 p.m.   
 Sun. 10:00 a.m. – 4:00 p.m. (confirm park hours each year)

**Misc:** Committee Chair should be available Festival weekend to help the Admissions team man Admissions HQ, checking volunteers in/out and running supplies to booths

**On-Going:**

* Track the hours you’ve volunteered monthly; keep your own record to submit to the office at yearend or email your hours when requested by the office
* Be an ambassador for the Festival; recruit Festival-time volunteers and potential board member candidates
* Keep Division Coordinator apprised of your progress and include him/her on documents sent to the Exec. Director for review and approval
* Attend Sweet Pea Board meetings when possible
* Review all meeting minutes for accuracy and to keep up with what’s going on if a meeting is missed
* Provide Exec Director with newsworthy happenings in your committee to post on social media

**January-April:**

* Review the budget as prepared by the Executive Director and Finance Committee; offer input before approval by the Board
* Submit expense estimate budget to Secretary/Treasurer and Division Coordinator before expenditures begin. Watch for the deadline on this to be given by Secretary/Treasurer each year
* Famaliarize yourself with the FAV requirements. Suggest any needed changes to the Board
* Famaliarize yourself with the Eventbrite software in preparation to set up online sales in May
* Communicate your volunteer staffing needs for the Will Call booth with Admission Volunteers so they can include your needs in their schedule on VolunteerLocal.

**May:**

* Set up Eventbrite to start taking online admission sales of 3-day wristbands
* Track online sales up to Festival and answer customer questions that come through the ticket agent
* Provide the Schedule of Events Chair any necessary information for inclusion in the yearly schedule brochure
* Remind the Board how the FAV program works – give a summary of number of hours required, how volunteers get free wristbands, etc.

**June:**

* Work with the Performing Arts team to get the number of performer wristbands needed by each of their groups. Coordinate pick-up days and times. Music may also request backstage passes
* Work with PR Chair concerning needs for press wristbands. Coordinate pick-up days and times
* Coordinate with the Partner Chair on Partner wristbands numbers & distribution
* Coordinate with Marketing on number or wristbands needed for media outlet contests
* Continue tracking online ticket sales and responding to customer questions

**July:**

* Ensure Merchandising team is still on board to assist with FAV wristband pick-up at Jacobs Crossing the Thursday before Festival
* Print FAV forms to have on hand at Jacobs and Admissions training session
* Attend the envelope stuffing party to fill out shift envelopes and organize wristbands for on-site needs.
* Continue tracking online ticket sales and responding to customer questions
* Assist with the selling of admission wristbands at the Farmer’s Market and the Bite of Bozeman
* Send a final email reminder to online ticket purchasers reminding them where the Will Call booth is located and the hours wristbands are available for pick-up

**August:**

* Coordinate with Admission Volunteers on the sending of an email/text or calling volunteers, per their indicated preference, reminding them of their volunteer shift for Will Call
* Compile a spreadsheet from VolunteerLocal listing all volunteers eligible to receive a free wristband. Divide the list amongst Admission volunteers and have this list at the pre-Festival training and a list of all other volunteers for use and distribution at Jacobs Crossing
* Attend the Admissions pre-Festival training session and administer FAV wristband pick-up
* Pull the list of online ticket purchasers for the Will Call booth
* Help set-up Admissions HQ on Friday afternoon of Festival weekend.
* Be present at Festival, helping committee as needed.
* Assist with park tear down on Sunday evening, post-Festival.
* Submit all individuals and business names that assisted or contributed this year to Executive Director for thank you page on website.
* Export list of volunteers from Volunteer Local and submit to Sweet Pea office. Print a copy for your binder as well (coordinate with Admission Volunteers)
* Submit feedback on this year’s events – fill out and return evaluation form distributed from office staff.

**August-September:**

* Prepare a final summary of online sales
* Reconcile no show volunteers with those that received free admission bands. Coordinate with the Executive Director on contacting no shows to receive reimbursement per the FAV contract
* Confirm with the office that all online sales have been paid.
* Write thank you cards as appropriate
* Submit all invoices to the office as they are received. All receipts/personal reimbursements are due by Oct. 2nd.